1. (Original) In an internet communication environment, the improvement comprised of a combination of a chat function with a browser leading function.

2. (Original) A communications process comprised of the following steps: a user clicks on a special hyperlink button on a website; the user is connected via the hyperlink to begin a real-time dialogue with a live sales or service person; the service person answers questions, makes sales or leads user to any desired location on the web.

3. (Original) A real time internet communications system, the system comprising an iSession service 10, a website 11, one or more support Agents 13, and a User 14, wherein an Agent logs in (arrows 1) to the iSession service 10, while User 14 is browsing (arrow 2) the website 11; User clicks on iSession hyperlink on the site and is directed (arrow 3) to the iSession cloud 10, where User 14 is placed in a queue while the iSession switching cloud notifies (arrow 3) logged in Agent 13 that a User has made a Request via the link; the cloud 10 distributes (arrow 14) an iSession Java client application to User 14; when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed (circle 5) into an iSession channel 12 to collaborate.

4. (New) The improvement in an internet communication environment of claim 1 further comprising a communications process comprised of the following steps: a user clicks on a special hyperlink button on a website; the user is connected via the hyperlink to begin a real-time dialogue with a live sales or service person; the service person answers questions, makes sales or leads user to any desired location on the web.

5. (New) The improvement in an internet communication environment of claim 4 wherein the communications process further comprises a real time internet communications system, the system

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comprising a session service, a website, one or more support Agents and a User, and a switching cloud, wherein at least one of the Agents logs in to the session service while a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in Agent that the User has made a Request; further wherein the cloud distributes a client application to the User; whereby when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed into a channel to collaborate.

6.   (New) The improvement in an internet communication environment of claim 1 further comprising a real time internet communications system, the system comprising a session service, a website, one or more support Agents and a User, and a switching cloud, wherein at least one of the Agents logs in to the session service while a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in Agent that the User has made a Request; further wherein the cloud distributes a client application to the User; whereby when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed into a channel to collaborate.

7.   (New) The communications process of claim 2 further comprising a real time internet communications system, the system comprising a session service, a website, one or more support Agents and a User, and a switching cloud, wherein at least one of the Agents logs in to the session service while a User is browsing the website, further wherein the User clicks on a hyperlink on the site and is directed to the cloud, where the User is placed in a queue while the cloud notifies a logged in Agent that the User has made a Request; further wherein the cloud distributes a client

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application to the User; whereby when the Agent responds to accept the 'call' from the switching

cloud, both the Agent and the User are placed into a channel to collaborate.